



**TOWN OF FRAMINGHAM
MASSACHUSETTS**

**RFP#17-061
November 21, 2016**

**NOTICE OF VACANCY
November 21, 2016**

POSITION: Communications Specialist

DEPARTMENT: Police

SALARY: \$42,478.00

HOURS: 40 Hours per week

General Statement of Duties and Responsibilities:

Communications specialists provide a vital link between the citizens and emergency services and between the communications center and field units. Communications specialists also access local, state and national computerized information systems, including the Police Department's computer aided dispatch system.

Organizational Scope:

Communications Specialists report to the Commanding Officers of their respective fields.

Primary Duties:

- Answer, process and dispatch telephonic requests for Police, Fire and Emergency medical services.
- Operate electronic systems such as Enhanced 911, Computer Aided Dispatch, and CCTV building surveillance systems.
- Operate a multi-frequency radio system, managing communications between field units, the communications center, outside agencies, and the public.
- Access and relay data stored electronically in local, state and national databases.
- Enter, delete and validate LAPS/CJIS records, including missing persons, wanted persons and stolen vehicles.
- Familiarize with procedures to ensure all records are maintained accurately and completely.
- Assist authorized personnel in the operations of telephone, radio and computerized information systems.
- Dispatch appropriate personnel and equipment to incidents.
- Perform other related duties as assigned or requested.

Qualifications and Entrance Requirements:

- Minimum of a high school diploma or GED
- Experience dealing with and speaking with the public
- Successful completion of a thorough background investigation
- Ability to handle and prioritize multiple tasks in a busy, noisy, and stressful environment.
- Applicants holding LEAPS/CJIS and E-911 certifications are preferred

- Computer literacy and strong interpersonal communications skills necessary
- Bilingual applicants with previous police communications experience preferred.

Please visit our website:

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

The Town of Framingham is an Affirmative Action Equal Opportunity Employer.